Key Fundamentals of Technical Writing

Skills & expertise to help you increase your knowledge in the field of technical writing

TLC
Education and Training Services

Why Critical Thinking is considered as an integral aspect of Technical Writing?

Critical thinking is the analysis of facts to form a judgment. The subject is complex, and several different definitions exist, which generally include the rational, skeptical, unbiased analysis, or evaluation of factual evidence.

In this two-day technical writing workshop, we typically begin with a critical thinking exercise that asks participants to make decisions based on a limited set of parameters; essentially, they are to solve a problem using a set of tools and they are to rationalize why they made the decisions they did.

Since technical writing requires to interact between different types of audience and stakeholders therefore, the need for critical thinking evolved.

Critical Thinking

Technical writing is subset of both soft and hard skills and is one evolving discipline that have started developing in organizations of all sizes to develop digital contents. Technical writing is becoming an essential for maintaining single source of truth documentation by adopting standard writing styles for writing technical contents such as maintaining a library of application documentation, developing SOPs, security policies, instruction and administrations manuals, and any other documentation for internal and/or external use.

This two-day online workshop shall discuss various techniques based on technical writing, writing style guides, methodologies including discussions based on activities and workshop practical assignment.

A workshop designed to develop leaders for tomorrow:

Today, as companies increasingly need to become more dynamic, interconnected and flexible, thus certain skills are becoming critical including technical writing.

According to various global surveys and reports, senior executives are now considering the acquisition of technical writing skills as an essential components important to fostering employee retention, improving leadership capabilities and qualities, and building a meaningful culture under an stressful challenging environment. This workshop is designed to help resources to improve there technical writing skills with a vision to develop dynamic leaders for tomorrow.

Course Highlights:

Technical writing is unique because of its specialized content. It must convey objectivity and reach both technical and nontechnical audiences with exactness and clarity. Along with writing emails, letters and reports, the technical writer must be able to prepare definitions, physical descriptions, product specifications, procedures, test and laboratory results, and many other kinds of documents.

Workshop Prerequisites:

Before taking this two-day online course, the course participants are expected to be familiar in performing following tasks.

- Using Microsoft Word and Microsoft PowerPoint.
- Using Microsoft Word as an editor for building documents using features like how to build "Table of Contents", building tables and perform a basic document formatting.
- Develop presentations using basic features.

Unit 1 – Critical Thinking – An Integral Aspect for Technical Writing

- A 20 minute **ACTIVITY** based on measuring STRESS level of employees during Pandemic.
- Critical Thinking Assessment.
- A general Thinking Process.
- What is Critical Thinking?
- Knowing the Critical Thinking Process.
- Understand 6 Critical Thinking Standards.
- Describing 8 elements of Critical Thinking.
- How is Critical Thinking Developed?
- Critical Thinking in Everyday Life.
- Why Thinking Skills is a prerequisite to Critical Thinking.
- Top five Critical Thinking skills.
- Problem Solving and Critical Analysis Skills.
- How can I assess my Critical Thinking skills?
- How can I improve my Critical Thinking skills?
- How to avoid most common pitfall in Critical Thinking?
- Top 10 Skills – In Times to Come.
- Critical Thinking – Fact or Opinion.
- Unit 1 Assessment.

Target Audience for this course

- Employees in the workplace including technology vendors, technology business partners, customers from all business industries and LOB's including Business Technology, Software Development teams, Application and Database teams, Security Professionals, Network and IT operation teams.
- This workshop is equally suitable for Pre and Post Sales Technology Specialists, IT Professionals, IT Consultants, Systems Integrators, Systems & Solution Architects, Trainers, Young Technology and Business Leaders, and Managers, individuals developing education and training material, and future Technical Writers.
- Authors, Documentation Managers, Technical Writers, Change Managers, SOP writers and validators, Forensic Investigators, and Quality Assurance professionals.
- Project Managers, Enterprise Architects, proposal writers and personals writing for Quality Change Control.

Unit 2 – Technical Writing Fundamentals

- Technical Writing defined.
- A generalized five steps writing process.
- Technical Writer Job Description is Evolving.
- Building a team for writing the technology paper/book.
- Choosing the Chapter contents and Chapter titles.
- Selecting the title of the book/project.
- Technical Writer – Tasks, Background, and Skills.
- Why Formatting and Language is important?
- Primary purpose of Technical Writing.
- Key components of effective technical writing.
- Additional features for making your technical writing more competent.
- Documents that Use Technical Writing.
- The Technical Writing Process.
- Key Elements of a Successful technical Writing Methodology.
- Project Documentation by Stages and Purpose – A High-level Sample.
- Describing the Agile and Waterfall Technical Writing approaches.
- Possible Documentation Types – A bigger picture.
- Technical Writing Leadership Qualification.
- How to Manage a Technical Writing Team.
- 10 key attributes of Technical Writing.
- The most common Technical Writing mistakes.
- Top five Technical Writing Tools.
- General Guidelines for Technical Writing – Objectives and Methods.
- Describing Technical Writer Style Guide.
- What are the Steps for Writing your own Style Guide?
- Unit 2 Assessment.

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How Will You Benefit:

- Create a full range of technical documents with solid structures
- Use templates to quickly start the writing process
- Explore techniques for getting past writer's block
- Prepare detailed messages for both technical and nontechnical readers
- Understand best practices for displaying visual information
- Edit language for precision, clarity and conciseness
- Summarize complex issues with authority and clarity

Technical Writing

Learning Objectives:

- Distinguish among the elements of Technical Documents
- Create a full range of Technical Documents with a Solid Structure
- Use Templates to Jumpstart the Writing Process
- Use Techniques for overcoming Writer's Block
- Evaluate Technical Data based on the Writer's Purpose and the Reader's Concerns
- Prepare detailed messages with a Style for Technical and Nontechnical Writers
- Structure the Format to enhance presentations and ideas
- Use linking words and phrases in sentences and paragraphs
- Apply best practices for displaying visual information
- Edit language for precision, clarity, and conciseness
- Choose language for appropriateness
- Summarize complex issues with authority
- Delivering a final project technical report as a part of a unit assessment.

Unit 3 – Guidelines for Writing a Technical Volume

- Research work and general practices that should be avoided.
- Building a Technical Writing Framework.
- Avoid Technical Writing Mistakes.
- The Title Front Page of your Volume – Layout and Design
- The layout of your Second and Third Page of your Volume.
- The Fourth Page – Setting up your first Edition Information details.
- Table of Contents and Appendices.
- The Preface Page of your Title Volume.
- Comments Page Layout.
- Chapter 1 – Example with details.
- Specifying a Note or Warning Indicator signs.
- Specifying Tables in your documents.
- The use of Round-Square box command syntax and System Menus.
- Creating the drawing – IBM AIX SMIT Menu Example.
- Appendix Qualification Criteria.
- Information Sources required to write your Title Volume.
- Importance of IT Technical Change Management in Technical Writing.
- IT Technical Change Management – Roles and Responsibilities, and Change Management Plan.
- How to Create a Change Management Plan for Smooth Transition?
- Task Based Unit Exercise.
- Unit 3 Assessment.

Unit 4 – Writing an Email Migration Services Technical Proposal

- Unit Detailed Introduction – Final Group Activity.
- Why your organization have been selected as a key Services Providers for this project?
- Assessing client services Scope of Work (SOW) – Functional and Non-Functional Services Components.
  - Part 1 – New hardware platform sizing guidelines running clients email application.
  - Part 2 – Software platform selection for an email application.
  - Part 3 – Professional IT Services to implement seamless migration to the new platform.
- What is expected from you as a part of this course?
  - Submit a Technology Proposal to Client in Two-weeks timeframe.
  - Vendors Presentation to Client.
- Business requirements & traditional Technology Limitations.
- Recommended Storage Sizing Guidelines – An Example.
- Consideration prior investing in new technology solution – An Example from Sizing Point-of-View.
- Writing recommended Patch Management Best Practices SOPs Example.
- Unit 4 Assessment.

About the Workshop Facilitator:

This workshop will be imparted by an experienced passionate trainer with 25+ years of career experience conducting education and training services both locally and internationally. Our facilitator have worked for local and international technology leading organizations from technology hands-on to C-level positions. These organizations includes IBM, Fujitsu, ICL, Si3 and TLC. During his career, he has served different job portfolios like Advisory IT Specialist, Country Systems Product Manager, Enterprise Business Development Manager, Client Technical Architect, VP IT Infrastructure, Director Technology Delivery Services and Chief Operating Officer.

Apart from various industry professional certifications, he is one of the few Pakistani who **co-authored and contributed in 10 IBM Redbooks®**, a member of a team who developed IBM AIX 6.1 and 7.1 courseware's, developed 7 IBM AIX Certification Exam Papers, designed and developed 70 plus technology courses on Storage technologies, Digital Transformation, Blockchain technologies, Fraud Prevention and Detection, Essential Corporate Soft Skills, Enterprise Architecture, Information Security, Cybersecurity, Zero Trust Security, Industry 4.0, Network Security, Business Analytics and Data Protection Best Practices, Fraud Detection and Prevention Technologies and IBM AIX Operating System.

This workshop is unique in a sense because it is going to be delivered by a professional managing a teams of 250 plus technology and business professionals as COO, interfaced with entry to enterprise business industry-wide customers, earned respect throughout of his career, successfully delivered large turned key projects under extreme tough and stressed time lines, developed 100 plus professionals who are currently working in different top 10 computer vendor organizations and in various local and international business sector organizations.

In summary, a senior IT leader offering 30 years of career success developing, executing operational strategies to promote organizational growth & optimal utilization of emerging technologies. Extensive experience leading operations for technology, professional services & business development and solution designing. Development of RFP & proposal, competitive bidding & negotiations. Recognized for taking on major initiatives, adapting to rapidly changing environments & resolving mission critical issues to ensure bottom line success.

- **Define Technical Writing**
- **Identify Characteristics of technical writing**
- **Distinguish between commonly used Technical Writing Styles**
- **Classify the Challenges that Technical Writers Face**

Detail Information

Course Code	: TN216
Course Duration	: 2 Day
Course Location	: TLC, Customer On-site and Online
T&C	:100% payment in advance.
Course Deliverables	: Comprehensive Student Guide and Workshop Certificate.
Course Fee	: Available on request

For additional information, please write to us at: info@tlcpak.com